

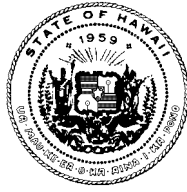
State of Hawaii  
Department of Human Services  
Benefit, Employment and Support Services Division  
Child Care Program Office

## **Request for Proposals**

### **HMS-302-16-03-S Child Care Resource and Referral**

March 10, 2016

**Note:** *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES

P.O. Box 339  
Honolulu, Hawaii 96809-0339

March 10, 2016

MEMORANDUM

To: All Interested Applicants

From: Rachael Wong, DrPH, Director

SUBJECT: Child Care Resource and Referral Services Request for Proposals (RFP)  
HMS-302-16-03-S

The Department of Human Services (DHS), Benefit Employment & Support Services Division (BESSD), Child Care Program Office (CCPO), is requesting proposals from qualified applicants to assist the Department in the following:

- 1) Maintaining and updating a comprehensive resource database listing of child care services, DHS licensed and registered child care providers, and assistance and subsidy programs in the communities;
- 2) Participate in the National Association for Child Care Resource and Referral Agencies (NACCRRRA) activities and utilize the current NACCRRRAware, a Web-based information management software, or a database that is on current technology that can import and export data for use by the DHS or the Resource and Referral agency. The database must be able to generate child care referrals and reports and track and maintain provider, client, and community data, and be able to provide uniform data to NACCRRRA for national surveys about providers and parents in our state;
- 3) Offering a child care referral service which actively responds to the parental request for child care information, including special needs;
- 4) Maintaining close coordination with the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider to ensure consumer education services are provided to the Department's subsidy families at the time of subsidy intake interview;
- 5) Providing listing of DHS licensed and registered child care providers upon request from the general public;
- 6) Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;
- 7) Documenting and tabulating information regarding the supply and demand for child care services in communities statewide;
- 8) Providing information on how to access child care conferences, educational training, classes and workshops to families and existing and prospective providers as well as parents and other child care consumers.

- 9) Promoting public awareness of the importance of child care issues such as availability, affordability and quality of child care services;
- 10) Providing assistance to employers in meeting the child care needs of their employees;
- 11) Providing written materials to support child care resource and referral services to consumers, providers and the community;
- 12) Conducting on-going outreach to community organizations who are serving homeless families across the State about the availability of Department's child care services, including the child care subsidy program and the child care resource and referral services, so that the community providers are helping the families access these services;
- 13) Conducting outreach, survey, and marketing work to promote any new DHS child care subsidy rates;
- 14) Conducting child care market rate surveys for DHS annually; and
- 15) Providing and maintain a website that is available to the public that provides child care resource information, including but not limited to:
  - a) Provide information on the availability of child care assistance
  - b) Provide information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Women, Infants, and Children (WIC), Medicaid, State Children's Health Insurance Program (SCHIP), and Child and Adult Care Food Program (CACFP);
  - c) Research and provide best practice information on child development particularly on healthy eating, physical activity and parent and family engagement; and
  - d) Provide State policies on the social-emotional/behavioral and early childhood mental health of young children as well as on expulsion of preschool aged children.

The initial contract term will be from **July 1, 2016 through June 30, 2017**. The State, at its option, may extend the Agreement in writing, for four (4) additional State fiscal year periods, not to exceed June 30, 2021. The DHS will award one (1) single contract under this RFP.

The RFP provides information to assist applicants in the preparation of a proposal and a budget, including: 1) a description of the services sought; 2) the requirements to be met by the applicant selected to provide the service; 3) the criteria by which qualifying proposals shall be reviewed/rated; and 4) the criteria for monitoring/evaluating the services. Applicants are to address all parts of the RFP. Proposals shall be mailed and postmarked by the United States Postal Service on or before **April 18, 2016**, or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **April 18, 2016**, to the DHS-Child Care Program Office at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813. All mail-ins postmarked after 12:00 midnight or hand delivered (including courier mail) later than 4:30 p.m. HST, on or after the **April 18, 2016** deadline will not be accepted.

The Child Care Program Office will conduct an **orientation on March 21, 2016 from 9:45 a.m. to 11:15 a.m. HST**, at the DHS-CCPO, 820 Mililani Street, Suite 615, Honolulu, Hawaii, 96813.

Additionally, interested persons from the neighbor islands are invited to participate through either video conferencing or telephone conference at the following sites:

East Hawaii:  
DHS/BESSD, Central Hilo Unit,  
1990 Kionoole Street, Suite 109  
Hilo, Hawaii 96720

West Hawaii:

DHS, BESSD, North Kona 2 Unit, Kona Center  
75-5722, Hanama Place, Rm. 1105  
Kailua-Kona, Hawaii 96740

Kauai:

DHS, BESSD, South Unit, Dynasty Court  
4473 Pahee Street, Suite G  
Lihue, Hawaii 96766

Maui:

DHS, BESSD, Central Maui Unit  
Waiehu Beach Center  
270 Waiehu Beach Road, Suite 107  
Wailuku, Hawaii 96793

All prospective applicants are encouraged to attend the orientation.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Jill Arizumi at 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813, telephone: (808) 586-5240, fax: (808) 586-5744, or e-mail: [jarizumi@dhs.hawaii.gov](mailto:jarizumi@dhs.hawaii.gov).

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3) COPIES**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 18, 2016** and received by the state purchasing agency no later than **10 days** from the submittal deadline.

### All Mail-ins

Department of Human Services  
Benefit, Employment and Support  
Services Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

### DHS RFP COORDINATOR

Jill Arizumi  
Phone: (808) 586-5240  
E-Mail: jarizumi@dhs.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), April 18, 2016**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **April 18, 2016**.

### Drop-off Sites

Department of Human Services  
Benefit, Employment and Support Service  
Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

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# **Section 1**

## **Administrative Overview**



# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### 1.1 Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	03/10/16
Distribution of RFP	03/10/16
RFP orientation session	03/21/16
Closing date for submission of written questions for written responses	03/29/16
State purchasing agency's response to applicants' written questions	04/7/16
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	04/18/16
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	04/19/2016 – 04/29/2016
Provider selection	05/02/2016 – 05/03/2016
Notice of statement of findings and decision	05/04/2016 – 05/06/2016
Contract start date	07/01/16

## 1.2 Website Reference

Item		Website
1	Procurement of Health and Human Services	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/">http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/</a>
2	RFP website	<a href="http://hawaii.gov/spo2/health/rfp103f/">http://hawaii.gov/spo2/health/rfp103f/</a>
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Click on the “References” tab.
4	General Conditions, AG-103F13	<a href="http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view">http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view</a>
5	Forms	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Click on the “Forms” tab.
6	Cost Principles	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Search: Keywords “Cost Principles”
7	Protest Forms/Procedures	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/">http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/</a>
8	Hawaii Compliance Express (HCE)	<a href="http://spo.hawaii.gov/hce/">http://spo.hawaii.gov/hce/</a>
9	Hawaii Revised Statutes	<a href="http://capitol.hawaii.gov/hrscurrent">http://capitol.hawaii.gov/hrscurrent</a>
10	Department of Taxation	<a href="http://tax.hawaii.gov">http://tax.hawaii.gov</a>
11	Department of Labor and Industrial Relations	<a href="http://labor.hawaii.gov">http://labor.hawaii.gov</a>
12	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://cca.hawaii.gov">http://cca.hawaii.gov</a> click “Business Registration”
13	Campaign Spending Commission	<a href="http://ags.hawaii.gov/campaign/">http://ags.hawaii.gov/campaign/</a>
14	Internal Revenue Service	<a href="http://www.irs.gov/">http://www.irs.gov/</a>
<b>(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at <a href="http://hawaii.gov">http://hawaii.gov</a>)</b>		

## 1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## 1.4 RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview:*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications:*** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions:*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation:*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments:*** Provides applicants with information and forms necessary to complete the application.

## 1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services  
Benefit, Employment and Support Services Division  
Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813  
Phone: (808) 586-5240      Fax: (808) 586-5744

## 1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Jill Arizumi  
Phone: (808) 586-5240  
Email Address: [jarizumi@dhs.hawaii.gov](mailto:jarizumi@dhs.hawaii.gov)

## 1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** March 21, 2016      **Time:** 9:45 am  
**Location:** DHS, BESSD, Child Care Program Office  
820 Mililani Street, Suite 615, Honolulu, Hawaii 96813

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Additionally, interested persons from the neighbor islands are invited to participate through either video conferencing or telephone conference at the following sites:

**East Hawaii:**  
DHS, BESSD, Central Hilo Unit,  
1990 Kinooole Street, Suite 109, Hilo, Hawaii 96720

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**West Hawaii:**  
DHS, BESSD, North Kona 2 Unit, Kona Center,  
75-5722 Hanama Place, Rm. 1105,  
Kailua-Kona, Hawaii 96740

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**Kauai:**  
DHS, BESSD, South Unit, Dynasty Court,  
4473 Pahee Street, Suite G, Lihue, Hawaii 96766

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**Maui:**  
DHS, BESSD, Central Maui Unit: Waiehu Beach Center,  
270 Waiehu Beach Road, Suite 107, Wailuku, Hawaii 96793

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Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

## 1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

**Date:** March 29, 2016      **Time:** 4:30 P.M.      HST

State agency responses to applicant written questions will be provided by:

**Date:** April 7, 2016

## 1.9 Submission of Proposals

- A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.
1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.
  2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
  3. **Table of Contents**. A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. **Proposal Application (Form SPOH-200A)**. Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements**. Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals**. Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Provider Compliance**. All providers shall comply with all laws governing entities doing business in the State.
- **Tax Clearance**. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.
  - **Labor Law Compliance**. Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.

- **Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and DCCA. There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website address.
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to Section 1.2, Website Reference for statutes and Campaign Spending Commission website address.
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*Note that price is not considered confidential and will not be withheld.*

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the

State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

**Proposals submitted via facsimile transmissions, electronic mail, website, other electronic means, or on diskette/CD are not permitted.**

## **1.10 Discussions with Applicants**

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

## **1.11 Opening of Proposals**

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **1.12 Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **1.13 RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

## 1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## 1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

## 1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## 1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

☒ are required

☐ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

## 1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))



- (6) Applicant not responsible (HAR §3-143-610(a)(2))

## 1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## 1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. Refer to Section 1.2, Website Reference for website address. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Rachael Wong, DrPH	Name: Scott Nakasone
Title: Director	Title: Acting Division Administrator
Mailing Address: P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: 820 Mililani Street, Ste. 606 Honolulu, Hawaii 96813
Business Address: 1390 Miller Street Honolulu, Hawaii 96813	Business Address: 820 Mililani Street, Ste. 606 Honolulu, Hawaii 96813

### **1.21 Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

### **1.22 General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary

### **1.23 Cost Principles**

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles as outlined on the SPO website. Refer to Section 1.2 Website Reference for website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## **2.1 Introduction**

### **A. Overview, purpose or need**

The Department of Human Services (DHS) is the State's lead agency for the Federal Child Care and Development Fund. The purpose of this federal grant is to increase the availability, affordability and quality of early childhood educational and care programs and to increase the accessibility to all early childhood education and care (ECEC) and development programs, including the before-and-after-school programs.

The Child Care Resource and Referral (R&R) network links services to parents, child care service providers, and the community. It is vital to increasing the quality and availability of child care resources. The overall efforts of the R&R system will bolster access to services by consumers, promote quality in child care delivery, provide community education and collaboration, and assist in the development of necessary fiscal and human resources to implement a Statewide child care system.

The purpose of this RFP is to contract with an organization to assist and support the DHS by providing Child Care Resource and Referral information services through a statewide R&R system. The Statewide R&R system shall provide all communities in the State access to a full range of R&R information services by:

1. Maintaining and updating a comprehensive resource database listing of child care services, DHS licensed and registered child care providers, and assistance and subsidy programs in the communities;
2. Participate in The National Association for Child Care Resource & Referral Agencies (NACCRRRA) activities and utilize the current NACCRRRAware, a Web-based information management software, or a similar database that is on current technology that can import and export data for use by the DHS or the Provider. The database used must be able to generate child care referrals and reports and track and maintain provider, client and community data and must be able to provide uniform data to NACCRRRA for national surveys about providers and parents in Hawaii. DHS will determine whether the database used meets the requirements or if the Provider will need to use NACCRRRAware as this would allow for continuity and consistency of the data collection for reporting purposes;
3. Offering a child care referral service which actively responds to parental requests for child care information, including special needs;

4. Maintain close coordination with the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider to ensure consumer education services are provided to the Department's subsidy families at the time of subsidy intake interview;
5. Providing listings of DHS licensed and registered child care providers upon request from the general public;
6. Assisting parents and other consumers in evaluating the quality and appropriateness of their child care options;
7. Documenting and tabulating information regarding the supply and demand for child care services in communities statewide;
8. Providing information which includes how to access child care conferences, educational training, classes, and workshops in the community to existing and prospective providers as well as parents and other consumers;
9. Promoting public awareness of the importance of child care issues such as availability, affordability, and quality of child care services;
10. Providing assistance to employers in identifying and meeting the child care needs of employees;
11. Providing written materials to support child care resource and referral services to consumers, providers, and the community;
12. Conducting outreach to community organizations who are serving homeless families across the State about the availability of Department's child care services, including the child care subsidy program and the child care resource and referral services, so that the community providers are helping the families access these services;
13. Conducting outreach, survey, and marketing work to promote any new DHS child care subsidy rates;
14. Conducting child care market rate surveys for the Department annually; and
15. Provides and maintains a website that is available to the public that provides child care resource information, including but not limited to:

- a) Information about the availability of the full diversity of child care services that will promote informed child care choices;
- b) Information on the availability of child care assistance;
- c) Information on the quality of child care providers;
- d) Information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children (WIC) program, Child and Adult Care Food Program (CACFP), Medicaid, and State Children's Health Insurance Program (SCHIP) for which families may be eligible;
- e) Provide information on individuals with Disabilities Education Act (IDEA) programs and services;
- f) Research and provide best practice information on child development (particularly healthy eating and physical activity), and meaningful parent and family engagement; and
- g) Provide State/Territory policies regarding the social-emotional/behavioral and early childhood mental health of young children, and policies on expulsion of preschool aged children (children from birth to five).

#### **B. Planning activities conducted in preparation for this RFP**

Planning for this contract included an assessment of the existing State contract and comments received through the formal "Request for Information" (RFI) process. The RFI was posted on the SPO website on November 17, 2015.

#### **C. Description of the service goals**

The project goal is a Statewide R&R network system that contains information on available child care resources in the communities and provides such information to parents, child care service providers, and the community, including but not limited to, the following:

1. Licensed and registered family child care homes and group child care programs, license-exempt group child care programs, which includes

before-and-after-school programs, resort care programs, and other extended drop-in programs;

2. Child care assistance programs;
3. Other available community resources and services that families may be eligible for;
4. Parenting and consumer education workshops available in the communities; and
5. Child care provider training available from a variety of sources to include, but not be limited to, professional organizations, not-for-profit and profit organizations, and educational institutions.

The selected organization for this R&R service (i.e. Provider) must maintain and provide child care and related support services information which is relayed to the public in an expedient and courteous manner; provide parents with child care referrals that best meet their needs; maintain close coordination with the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider to ensure consumer education services are provided to the Department's subsidy families during the subsidy intake interview; collect and report data about child care supply and demand and child care market rates; provide outreach and marketing to promote any new DHS child care subsidy rates, including website maintenance; and assist and provide support to all child care providers to increase the quality and quantity of child care services in the communities.

Objectives should be measurable for the contract period of performance. Outcomes are the degree to which the objectives were achieved. Ideally, these would be projected at 100%. The objectives include the following:

1. Meeting the needs of families or individuals for information on child care;
2. Meeting the needs of families or individuals for information on various programs, including, but not limited to, TANF, LIHEAP, SNAP, WIC, CACFP, Medicaid, and SCHIP;
3. Meeting the needs of families or individuals for information on IDEA; and
4. Meeting the needs of families or individuals for information on child care assistance.

#### **D. Description of the target population to be served**

This service shall be provided to parents who are seeking licensed and registered child care and child care resources, persons other than parents who are seeking a listing of licensed and registered child care providers in the State, and persons who are interested in obtaining information about child care resources for the State.

**E. Geographic coverage of service**

The service shall be provided statewide and available to anyone who requests information.

**F. Probable funding amounts, source, and period of availability**

A maximum amount of **\$330,000.00** in total funding from federal funds is allocated for the initial contract period of **July 1, 2016 to June 30, 2017**. A maximum of \$330,000.00 per year is allocated for 4 additional twelve (12) month periods, not to exceed June 30, 2021. The total allocation of funds is subject to a determination of satisfactory performance and the appropriation and availability of funds and may be terminated without liability to either the purchasing agency or the Provider in the event funds are not appropriated or available.

Allowable expenditures, in accordance with HRS Chapter 103F Cost Principles, incurred prior to the start of the contract period (July 1, 2016 or later), in order for services to start at the beginning of the contract period, may be included in the invoice submitted for expenses incurred during the first month of contract services rendered. No request shall be made or authorized for “start-up” or “advance payment” prior to services delivered and expenses incurred.

**2.2 Contract Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

**2.3 General Requirements**

**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant selected to provide the service (Provider) shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services, which can be found in the Hawaii State Procurement Office (SPO) website (See Section 1, Item II, for the website address).
2. The Provider must keep separate and not co-mingle, cost share, or leverage any services provided under this Agreement with any other services the



organization offers that may generate additional private revenues for the benefit of organization.

3. The Provider must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The Provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.
4. When a disagreement arises between the Provider and the State regarding the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

**B. Secondary purchaser participation**

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed subject to approval by the primary purchaser and the State's Chief Procurement Officer.

Planned secondary purchases: None

**C. Multiple or alternate proposals**

(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to HAR §3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards: Not applicable.

**E. Single or multi-term contracts to be awarded**

(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

**Contract terms:**

Initial term of contract: July 1, 2016 through June 30, 2017

Length of each extension: Twelve (12) months

Number of possible extensions: Four (4)

Maximum length of contract: Five (5) years not to exceed June 30, 2021

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

**Conditions for contract extensions:** The contract for the proposed services may be extended without the necessity of re-bidding, subject to appropriation and availability of funds to DHS, community need, and the State's determination of satisfactory performance of the Provider, or unless this Agreement is terminated.

The option to extend the service will be offered in writing by the DHS, at least sixty (60) days prior to the expiration of the contract. No supplementary agreement shall be binding upon the DHS until the agreement has been fully and properly executed by all parties thereto prior to the start date of the agreement. The Provider shall not provide any services until the agreement is fully and properly executed.

When a disagreement arises between the Provider and the State regarding the performance of specific provider activities within the contract specification, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

## **2.4 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

The Provider shall:

**1. Database of Child Care Supply and Resources**

Develop, maintain and update regularly a comprehensive database of child care supply and resources by participating in the National Association for Child Care Resource & Referral Agencies (NACCRRA) activities and utilizing the current NACCRRAware, a Web-based information management software, or a similar database which assists states in providing uniform data to NACCRRA for national surveys about providers and parents in Hawaii. The database used also must be able to generate child care referrals and reports and track and maintain provider, client and community data. DHS will determine whether the database

used meets the requirements or if the Provider will need to use NACCRRAware as this would allow for continuity and consistency of the data collection for reporting purposes. The database should minimally include:

- a. All licensed and registered child care programs including, but not limited to, family child care homes, group child care homes, group child care centers, before-and-after-school programs, infant and toddler centers, and resort child care programs. The information should include the service provider's name, address, zip code, phone number, type of program, licensed capacity, transportation services, vacancies by age group, training offered to parents, accreditation, staff-child ratios, specific services offered, age of children served, eligibility criteria, hours/days of services and fees charged, including registration fees, hourly, part-time and full-time care.
- b. Legally exempt group programs such as the A+ programs operated or sub-contracted by the Department of Education, respite programs, and the YMCA and other multi-purpose or community associations that provide child care in communities. The information should include the service provider's name, address, zip code, phone number, type of program, transportation services, licensing or accreditation information (i.e. whether any government agency monitors or oversees the program), specific services offered, age of children served, eligibility criteria, hours/days of services and fees.
- c. Information on the availability of child care assistance or subsidy programs. At a minimum, it shall include information on the general eligibility requirements, services provided, target groups, enrollment periods and general application process for Child Care Connection Hawai'i, Preschool Open Doors, Head Start and Early Head Start, Kamehameha Schools Bishop Estate, Queen Lili'uokalani Children's Center, the agency receiving tribal CCDF funds (i.e. Keiki O Ka Aina), and military child care.
- d. Information about child care educational resources in the communities. Resources shall include: parenting skills training, including play and learn groups, baby huis, Families for Real; academic programs; organizations which provide classes and professional organizations; and child care consumer education workshops, including, but not limited to, subsidy programs and quality child care. Minimum information on these resources shall include: date, time and place, sponsor, cost, availability of scholarships, and content.

- e. Information about family support services related to child care needs, including but not limited to, community resources and child care providers for children with special needs.
2. Obtain and maintain resource information in order to keep the consolidated database current. The DHS shall provide the Provider a listing of all licensed and registered child care programs on a monthly basis.
- a. The public shall be informed of the services available through the R&R, and of currently available training and parenting resources from all known sources in the communities.
  - b. Information from the database shall be issued to parents and the general public, upon request, on different formats, such as hard copy, or electronic copies (on disc, as email attachments, etc.). No fees shall be charged for anyone to receive the information contained on the database.

3. Services to Parents

Provide consumer education, consultation, and referrals to parents and other child care consumers, including but not limited to:

- a. Assist parents, including parents eligible to receive child care subsidies from the Department, and consumers to find, select, and maintain quality child care arrangements by helping them understand and evaluate available child care options;
- b. Provide printed materials about the referral process, child care options, and quality indicators;
- c. Interview parents seeking child care to determine family needs;
- d. Respond to parents' special concerns and special needs of children by assisting parents and consumers to find available and appropriate care including care during non-traditional work hours, child care or respite care for disabled children, and care for ill children;
- e. Make provider referrals from the database equally and without bias;
- f. Provide information on available subsidies for families;

- g. Provide child care resource information to families who have limited proficiency in the English language;
- h. Provide listings of child care resources available in the community; and
- i. Provide information about the following, including but not limited to:
  - i. Information about the availability of the full diversity of child care services that will promote informed child care choices;
  - ii. Information on the availability of child care assistance;
  - iii. Information on the quality of child care providers;
  - iv. Information on other programs, specifically Temporary Assistance to Needy Families (TANF), Head Start and Early Head Start, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children (WIC) program, Child and Adult Care Food Program (CACFP), Medicaid, and State Children's Health Insurance Program (SCHIP) for which families may be eligible;
  - v. Provide information on individuals with Disabilities Education Act (IDEA) programs and services;
  - vi. Provide research and best practice information on child development, and meaningful parent and family engagement; and
  - vii. Provide State/Territory policies regarding the social-emotional/behavioral and early childhood mental health of young children, and policies on expulsion of preschool aged children (children from birth to five).
- j. Conduct follow-up services with parents to determine if their needs were met, and the level of satisfaction with the child care resource and referral services. The following data must be included in the follow-up procedure to record and report service evaluation:
  - i. Current child care status;
  - ii. Successful/unsuccessful referral;

- iii. Reason child care is no longer needed;
- iv. Level of satisfaction with the R&R services; and
- v. Other information that DHS may require.

The service must be provided statewide, shall be available daily, including non-traditional hours, e.g., one four-hour evening or weekend service, thereby improving R&R services to parents who are working. Toll-free telephone access must be provided.

The Provider shall provide services during inclement weather or other types of disasters as long as State offices in the same local vicinity are open. Should the Provider's policy conflict with the State's guidelines, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

The Provider shall conduct consumer outreach, which may include brochures, video and other marketing strategies, to inform parents of services offered by the R&R.

The Provider shall maintain close coordination with the Department's Child Care Payment Services contract service provider to ensure consumer education services are provided to the Department's eligible subsidy families at the time of the subsidy intake interview.

The Provider shall not charge additional fees for any Resource and Referral services, even if the Resource and Referral service being offered is not covered under the Scope of Work of this Agreement.

The Provider shall minimally provide the services described in the Scope of Work.

The Provider shall not enhance private revenue for the Provider by leveraging the market served and services under this Agreement, including but not limited to through cost-shared activities, services, staffing, websites, newsletters, or other expenditures charged to this Agreement.

Information disseminated under this Agreement shall not include information or promote any additional services that may be provided by the Provider that enhances the Provider's private revenues if similar services by other community organizations are not also included and promoted.

#### 4. Services to Child Care Providers

Engage in activities to enhance the quality of child care programs. Services are to be implemented on each island. The types of activities that the R&R service shall implement are as follows:

- a. Assist child care providers and caregivers in finding information about supporting and emphasizing the quality of child care services and business operations and maximizing their ability to provide services to children and parents;
- b. Provide on-going child care provider support through staff contact or organized group activities that give child care providers opportunities to network and build supportive relationships; and
- c. Provide information to existing and potential child care providers/staff about available professional development opportunities, professional organizations, resource information, and grants and private foundation funds in the communities.

The Provider shall not charge additional fees for any Resource and Referral services, even if the Resource and Referral service being offered is not covered under the Scope of Work of this Agreement.

The Provider shall minimally provide the services described in the Section 2, Service Specifications.

The Provider shall not enhance private revenue for the Provider by leveraging the market served and services under this Agreement, including but not limited to through cost-shared activities, services, staffing, websites, newsletters, or other expenditures charged to this Agreement.

Information provided through this Agreement shall not include information or promote any service that may be provided by the Provider that enhances the Provider's private revenues if similar services by other community organizations are not also included and promoted.

#### 5. Services to Communities

Collect, analyze, and report on child care demand based on detailed records of child care requests for referrals. The data collected about child care supply and demand shall be available to policy planners and decision-makers. When recording information on parent demand, the following information shall be collected:

- date of request

- time of request
- residence zip code
- number of children needing care
- desired location of child care by zip code
- type of child care provider/program preferred
- special services needed
- days of care desired
- hours of care desired
- child care subsidy request
- reason child care is needed
- income level, if available
- other community services for which referrals are provided
- other information desired by DHS

The Provider shall provide information to public and private agencies and businesses that are trying to locate child care for their clients in specific geographic areas at no cost.

The Provider shall conduct outreach activities to inform the communities of the R&R services. Information provided to the communities shall include a description of the services provided to parents and to child care providers, including the types of resource information available in the database. The Provider shall conduct on-going outreach activities throughout the year to community organizations who are serving homeless families across the State about the availability of Department's child care services, including the child care subsidy program and the child care resource and referral services, so that the community providers are helping the families access available services.

The Provider shall describe how resource information and interpreter services will be provided to those who have limited proficiency in the English language, as specified under the Special Conditions, item 8, "Interpreter Services".

The Provider shall collaborate and coordinate with other community agencies and resources which provide services to young children and their families. The purpose of the collaboration and coordination is to inform community agencies about the R&R services, the type of information available on the database, and to leverage resources. One example of a collaboration effort could be to partner with the Department of Health as they have a parent education service that could benefit from child care resource information contained on the database.



6. Market rate surveys

Conduct child care market rate surveys for the Department annually. The Provider shall get prior approval by the Department on the survey instrument used. The market rate information shall be collected from all licensed and registered child care homes and facilities and include but is not limited to the following:

- Name, address, phone number, and email of provider;
- Meal service, including Child and Adult Care Food Program participation and types of meals and snacks provided;
- Accreditation of provider;
- Days and times of care provided regularly and any other additional shifts or hours offered;
- Full-time and/or part-time care provided;
- Duration of care provided;
- Types of care provided, such as drop-in, holidays, intercession, respite, night, etc.;
- Vacancies, capacity according to license or registration, and desired capacity of the provider;
- Ages of care provided;
- Rates for care provided by ages for full-time, part-time, hourly, daily, weekly, and monthly; and
- Any other data elements requested by the Department.

The market rate survey data collected shall be accurate, complete, and current, within the same calendar year as when submitted to the Department for analysis. The Provider shall make reasonable efforts to contact providers that have not responded to the survey and shall review completed surveys for illegible entries or incomplete sections and follow-up with providers to clarify such information. The Provider shall complete the market rate surveys by the deadline established by the Department and submit the data collected to the Department in the format requested by the Department for analysis. The Provider shall coordinate with and clarify for the Department regarding any inconsistencies found in the data as needed.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

An organizational chart showing clear lines of authority for each person performing services under this Agreement must be provided.

The Provider shall recruit, hire, train, and supervise the necessary staff to operate the R&R service. The Applicant shall also have written position

descriptions, requirements and qualifications, policies and procedures for all employees to assure they are qualified to perform the work they are assigned and are properly supervised.

The Applicant shall propose and describe how services will be provided statewide, including Molokai and Lanai. The Applicant must detail a work plan to provide all the services Statewide, including setting up the location(s), and various community outreach efforts.

The Applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for.

The Provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

Any change in the Provider's personnel shall not result in increased personnel cost unless prior approval is received from the Department.

The Provider shall not engage in conduct and behaviors that result in the creation of a hostile and/or abusive work environment as a result of any of the bases protected by law and prohibits retaliation against anyone who files a complaint or participates in the complaint process. The Provider's workplace and services areas must be free from any and all discriminatory and offensive practices, including but not limited to, use of tobacco products, sprays, and fragrances to which individuals could have allergic reactions.

The Provider shall not discriminate against any individual in hiring, training, promotion, retention, discipline, or any other terms or conditions of a person's employment, services under this Agreement or status as a recipient of services under this Agreement.

The Provider and its employees are responsible for creating and maintaining a work environment that is free of all discriminatory practices including harassment, bullying and/or retaliation for having filed a complaint. If the Provider or its employees have been determined to have engaged in discriminatory conduct under services of this Agreement, the Department shall take action through contractual remedies allowed under this Agreement.

## **2. Administrative**

Equipment. The Provider shall be responsible to purchase or lease, with the available funding, all necessary furniture and equipment needed to perform the services. Allowed purchases or leases may include chairs, file cabinets,

copiers, facsimile machines, mail meter, and desk telephones for the staff, within the limitations of the HRS Chapter 103F “Cost Principles.”

All equipment purchased with contract funds under this agreement including items of personal property, as distinguished from real property, that has an acquisition cost of \$250 or more per item and with an expected life of more than one year, shall remain the property of the DHS. All equipment purchased with contract funds must have prior approval from the DHS before purchase to be allowable. Following the final agreement period, all equipment shall be reported in the final report to the DHS and the organization selected to provide the service shall transfer possession of equipment under this agreement to the DHS.

Computers may also be purchased, but must meet the DHS specifications should the contract end and the computers are to be returned to DHS.

Other costs. Funding is also available for office supplies, office space rent, telephone installation, and repair and maintenance of equipment.

Allowable costs. The organization selected to provide the service staff costs shall include salaries and fringe benefits attributable to the operation of this project. “Cost Principles” from the SPO are to be used as a guide for projected expenses and are found on the SPO website (see Section 1.2, Website Reference, for the Cost Principles website address). These represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and reimbursements requiring verification and documentation.

The Provider shall refund to the Department any funds unexpended or expended inappropriately, including expenditures that are determined by the Department to be disallowed upon further review, in accordance with 2.5., Compensation and Payment Method.

Staffing. The Provider shall be responsible to ensure appropriate staffing to meet the public’s needs and shall provide services during inclement weather or other types of disasters as long as State offices in the same local vicinity are open. Should the Provider’s policy conflict with the State’s guidelines, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

Meetings with DHS staff. The organization selected to provide the service, upon request of the DHS, shall meet with representatives of the DHS to discuss the progress of the project, including but not limited to visits to observe the program operations, examine record keeping procedures, and evaluate/improve performance outcomes.

Audit report. The Provider shall be required to provide an annual internal financial audit report following the A-133 requirements.

Disagreements. When a disagreement between the Provider and DHS arises in regards to the service provided, the wishes of DHS shall prevail. Failure to comply on the part of the Provider shall be deemed cause for corrective action and is subject to contractual remedies.

### 3. **Quality assurance and evaluation specifications**

Records. The Provider shall be responsible for keeping comprehensive records of all expenditures, available for monitoring by DHS staff or designee. These records shall include, but are not limited to:

- Copies of approved purchase orders signed by the appropriate authority;
- Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents; and
- Other appropriate internal accounting statements and reconciliation schedules.

Program records. The Provider shall be responsible for keeping comprehensive program records, available for monitoring by DHS staff or its designee. Monitoring will consist of comparing reported data with the Provider's documents used to summarize data. These records shall include, but are not limited to:

- Agency files such as personnel files;
- Notes of staff meeting/minutes and training;
- Documentation of service activities including collaboration with community agencies and organizations; and
- Accounting practices.

Evaluation will consist of comparing projected program objectives with outcome performance, and analyzing factors that produced those results.

Quality assurance plan. The Provider shall have a written quality assurance plan that includes procedures to monitor administrative and program operations, fiscal administration, and costs for compliance with all requirements. The quality assurance plan shall also provide for procedures to determine whether the target group receives consistent, high quality services. The quality assurance plan shall also identify roles and responsibilities for on-going monitoring.

Evaluation of performance. The Provider shall have a written plan for evaluation of performance in providing the required service, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify roles and responsibilities for assuring on-going implementation.

Contract monitoring. Annual contract monitoring by the DHS may include site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, on-going contract monitoring shall include a review of required progress reports as required by the DHS, and periodic assessment of the program effectiveness.

**4. Output and performance/outcome measurements**

- a. There shall be a written description of the process that will be used to measure the effectiveness of the project. The following projected outcomes shall be measured and reported at the end of each fiscal year:
  - Child care information. A minimum of 90% of the callers shall have received the requested child care information and referral services.
  - Parent training information/consumer education. A minimum of 90% of all callers shall have received the requested child care information and referral services regarding parent training available through child care programs and/or consumer education.
  - Provider support/development activities. A minimum of 100 child care providers Statewide shall have received the requested child care information and referral services regarding provider support/development activities.
  - Community involvement. A minimum of 90% of all callers from other public or private agencies/organizations/businesses received the requested child care information and referral services.
  - Evaluation. A minimum of 60% of all families served shall have received follow-up evaluation contacts to

ascertain level of satisfaction with services from this project.

- b. The quarterly progress reports to DHS shall include data on performance for the report quarter and year-to-date figures on the following items:
- Number of existing resources by type of service in the database;
  - Number of resources added and deleted from the database;
  - Number of calls received per month by island and type of request;
  - Documentation and tabulation of information regarding the supply and demand for child care services;
  - Number of prospective family child care providers contacted who received development activities;
  - Number of families that receive evaluation contacts and provide data;
  - Description of consumer outreach material created and distribution efforts;
  - Number of requests from agencies and businesses for a listing of licensed providers in specific geographic areas received and provided response;
  - Number of requests from the public for a listing of licensed providers or resources and the reason for the request (i.e. school project, mail-outs, etc.) which includes the medium used to provide the listing (i.e. hard copy, mailing labels, diskette, etc.); and
  - Issues, concerns and problems encountered, and action taken.
- c. An annual report shall be given to the DHS which shall include the following information:
- Total number of calls received requesting a referral listing for the purpose of securing child care.
  - Total number of calls received requesting a referral listing for other than child care purposes, categorized by type (such as for marketing purposes, for research purposes, etc.).
  - Total number of calls received requesting resource information.
  - Types of information sent to parents along with the referral listing.

- Summary of the efforts to collaborate with other agencies to provide resource information to the public.
  - How services were altered, if applicable, to meet the demands of the public.
- d. An annual report shall be given to DHS of the Statewide listing of fees charged by type of care, separated by family child care and group child care center providers, and by island. The fee information could be used by the DHS to determine the market rate of licensed and registered child care providers.

In addition, the reports shall also include projections of activities planned for the next quarter, which shall include a narrative description explaining planned activities. Quarterly reports shall discuss significant achievements of the program, problem areas and the corrective action taken, and any other pertinent additional comments for each month.

The Provider shall comply with instructions from the State to generate or change any Quarterly (e.g.: Quarterly Activity Report (QAR)), Monthly, or additional reports based on reporting requirements related to this Agreement.

## **5. Experience**

The applicant shall demonstrate a thorough understanding of the purpose and scope of this service, as well as demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services. Additional types of pertinent experience may include data entry and knowledge of data integrity, provision of consultation services, and the ability to communicate effectively with the public.

## **6. Coordination of services**

The Provider shall be responsible for coordination and collaboration with the DHS child care licensing staff, the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider, members of the child care community, other State and community agencies, and licensed child care providers.

## **7. Reporting requirements for program and fiscal data**

Monthly expenditure reports. Monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement shall be submitted to the DHS. The "Subgrantee's Invoice and Expenditure Report" (SIER) shall be the official form used for the organization selected to provide the service to request funds for the operation of the service.

Quarterly program progress. Written quarterly program progress reports shall be submitted to the DHS no later than thirty (30) days after the end of each calendar quarter, describing the efficiency and effectiveness of this service. See Section 5, Attachment D for the Quarterly Activity Report. Quarterly reports shall minimally include the following:

- Number of existing resources by type of service in the database;
- Number of resources added and deleted from the database;
- Number of calls received per month by county and type of request;
- Documentation and tabulation of information regarding the supply and demand for child care services;
- Number of eligible subsidy families provided consumer education services at time of subsidy intake interview;
- Number of prospective family child care providers contacted who received development activities;
- Number of families that received evaluation contacts and provided data;
- Description of consumer outreach material created and distribution efforts;
- Number of requests from agencies and businesses for a listing of licensed and registered providers in specific geographic areas received and provided response;
- Number of requests from the public for a listing of licensed and registered providers or resources and the reason for the request (i.e. school project, mail-outs, etc.) which includes the medium used to provide the listing (i.e. hard copy, mailing labels, diskette, etc.); and
- Issues, concerns and problems encountered, and action taken.

Final report. The Provider shall submit a final written summary report of the fiscal year activities to the DHS no later than 45 calendar days after the end of the State fiscal year. This report shall include cumulative data by geographic location, a narrative summarizing the success of project activities, and recommendations to improve services for the next fiscal year.

- Total number of calls received requesting a referral listing for the purpose of securing child care.
- Total number of calls received requesting a referral listing for other than child care purposes, categorized by type (such as for marketing purposes, for research purposes, etc.).
- Total number of calls received requesting resource information.
- Types of information sent to parents along with the referral listing.
- Summary of the efforts to collaborate with other agencies to provide resource information to the public.



- How services were altered, if applicable, to meet the demands of the public.
- An annual report shall be given to DHS of the Statewide listing of fees charged by type of care, separated by family child care and group child care center providers, and by island. The fee information could be used by the DHS to determine the market rate of licensed providers.

The Provider shall comply with instructions from the State to generate or change any Quarterly (e.g.: Quarterly Activity Report (QAR)), Monthly, or additional reports based on reporting requirements related to this Agreement.

### **C. Facilities**

The Provider shall have the responsibility to seek, lease, and furnish suitable facilities for the operation of the service. The service shall (minimally) be provided in a centralized location on each island and must be responsive to the needs of the public. Also describe how the facilities shall meet ADA requirements, as applicable and special equipment that may be required for the services.

## **2.5 COMPENSATION AND METHOD OF PAYMENT**

### Pricing structure or pricing methodology to be used

The cost reimbursement pricing structure will be used. It reflects a purchase arrangement in which the State pays the organization selected to provide the services for the budgeted costs that are actually incurred in delivering the services specified in the contract, up to the stated maximum obligation. The budget amount for the operation of the services must not exceed the amount stated in the RFP. The SPO budget of the services must not exceed the amount stated in the RFP. The SPO budget forms are to be used in preparing a proposal, and are available on the SPO website. Refer to Section 1.2, Website Reference for website address.

The Provider shall comply with the Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services which can be found on the SPO website. Refer to Section 1.2, Website Reference, for website address. The Cost Principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and requirements for verification and documentation. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered.

The Provider shall abide by all the Federal regulations as legislated by Public Law 101-508, Omnibus Budget Reconciliation Act of 1990. Title VI of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, P.L. 104-193, effective October 1, 1996, requires that any expenditure made or authorized

by the Provider that is subsequently determined by the Federal government to be unallowable shall be repaid to the State or offset against any other funds to which the Provider is entitled.

No more than 5 percent of the aggregate amount of funds available may be expended for administrative costs or “indirect costs” in each fiscal year. Note that the term “administrative costs” do not include the costs of providing direct services.

Units of service and unit rate

Not applicable.

Method of compensation and payment

The Provider shall submit monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement to the DHS no later than thirty (30) calendar days after the end of each month. The “Subgrantee’s Invoice and Expenditure Report” (SIER) shall be the official form used by the organization selected to provide the training and scholarship service to request funds for the operation of the service.

Allowable expenditures, in accordance with HRS 103F Cost Principles, incurred prior to the start of the contract period (July 1, 2016 or later), in order for services to start at the beginning of the contract period, may be included in first month’s monthly invoice. No request shall be made or authorized for “start-up or advance payment” prior to first month’s invoice for services delivered.

Monthly payments after the first calendar quarter are conditional upon the receipt and preliminary approval by the STATE of the Quarterly Activity Reports (QAR) due no later than 30 days after the end of the previous calendar quarter and each subsequent monthly program report.

The STATE’s preliminary determination of appropriateness and permissibility of the reported expenditures shall be subject to later verification and subsequent audit.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (Refer to Section 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### **3.1 Program Overview**

The applicant shall give a brief overview to orient evaluators as to the program/ services being offered. This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the DHS with a broad understanding of the entire proposal. Include a brief description of the applicant's organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the need identified in the service specifications.

### **3.2 Experience and Capability**

#### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

#### **B. Experience**

The applicant shall provide a description of services statewide taking into account the challenges of each island in a culturally sensitive manner. This includes but is not limited to, serving remote parts of the island, LEP population, child care provider population, retaining and supporting staff, contingencies for natural disaster, etc.

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The applicant shall provide a listing of verifiable experience with projects or contracts for the most recent five (5) years that are pertinent to the proposed services. The applicant shall include all available contact information for this listing which should include project/contract identifying information as well as names, titles, addresses, telephone numbers, e-mail addresses, etc., of those individuals the DHS can contact for verification purposes. The State reserves the right to contact references to verify experience.

#### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

The applicant shall include a written quality assurance plan that includes procedures to monitor administrative and program operations, fiscal administration and costs for compliance with all requirements. The quality assurance plan shall also provide for procedures to determine whether the target group receives consistent, high quality services and identify roles and responsibilities for on-going monitoring.

The applicant shall also include a written plan for evaluation of performance in providing the required service, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed and address consumer satisfaction with the services. The evaluation plan should identify roles and responsibilities for assuring on-going implementation. The applicant shall include appropriateness of deliverables, such as progress reports, timelines, and performance/outcome measures.

#### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies, including agencies serving homeless families, and resources in the community by indicating which agencies, organizations, and/or groups should be collaborated with in order to deliver the services to the target group in a satisfactory manner. The applicant shall describe a detailed plan to develop and maintain a relationship with the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider to provide consumer education and R&R services to families receiving subsidies. Also, the applicant shall describe a detailed plan for coordination and collaboration with those agencies, organizations, and/or groups that are identified. The following information shall be included:

1. Name and contact information for the agency;
2. Nature of the coordination activities; and
3. How this relationship is relevant to the proposed services in this RFP and will promote in the successful delivery of services.

The State reserves the right to contact each agency named to confirm the information presented.

#### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

### **3.3 Project Organization and Staffing**

#### **A. Staffing**

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

The applicant shall describe plans for continuity of service activities in the event of staff illness, medical emergencies, vacancies or other situations that result in program resources that are less than proposed and contracted for.

Also, the applicant shall describe their plan to deliver the service statewide and ensure that it is available daily, including non-traditional hours.

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. The applicant shall also provide written position descriptions, requirements and qualifications, and policies and procedures for all employees to assure they are qualified to perform the work they are assigned and are properly supervised.

**B. Project Organization**

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision (include position title, name and full time equivalency). Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

**3.4 Service Delivery**

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2.4, “Scope of Work,” including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall include a detailed description of their plans to implement the primary services and activities listed in Section 2.4, “Scope of Work,” which includes, but is not limited to:

- Creating, maintaining and updating, a comprehensive database listing of child care services, DHS licensed and registered child care providers, and assistance and subsidy programs in the communities;
- Disseminating child care resource and child care referral information to parents and the public upon request, including listings of DHS licensed and registered child care providers, and services for families with special needs;
- Assisting parents, including and other consumers in evaluating the quality and appropriateness of their child care options;
- Maintaining close coordination with the Department's Application/Payment Processing for DHS Child Care Subsidies services contract provider to ensure consumer education services are provided to the Department's subsidy families at the time of subsidy intake interview;
- Documenting and tabulating information regarding the supply and demand for child care services in communities;
- Providing information which includes how to access child care conferences, educational training, classes and workshops in the community to existing and prospective providers as well as parents and other consumers;
- Conducting follow-up services with parents to determine their level of satisfaction with the service;
- Promoting public awareness of the importance of child care issues such as availability, affordability, and quality of child care services;
- Providing assistance to employers in identifying and meeting the child care needs of employees;
- Providing written materials to support child care resource and referral services to consumers, providers, and the community;
- Providing outreach, survey, and marketing work to promote any new DHS child care subsidy rates, as well as website maintenance;
- Conducting on-going outreach to community organizations who are serving homeless families across the State about the availability of Department's child care services, including the child care subsidy program and the child care resource and referral services, so that the community providers are helping the families access these services;
- Conducting outreach to the public to inform them of services offered by the R&R;
- Collecting, analyzing, and reporting on data regarding supply and demand for child care services in communities;
- Conducting recruitment and retention activities for potential, new, and existing registered child care providers, including but not limited to providing opportunities to network and build supportive relationships, providing information about available community resources about supporting and emphasizing the quality of child care services and business operations; and
- Collecting data that complete, accurate and current from all licensed and registered child care providers in the state regarding child care market rates, and the data shall be provided to the Department in a format specified by the Department for analysis each year.



## 3.5 Financial

### A. Pricing Structure

Applicant shall submit a cost proposal utilizing the cost reimbursement pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the organization selected to provide the services for the budgeted costs that are actually incurred in delivering the services specified in the contract, up to the stated maximum obligation.

The DHS shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves payment of all incurred costs within a predetermined total estimated cost.

The DHS shall also consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do so in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling. Please note, however, that the DHS reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

No more than 5 percent of the aggregate amount of funds available may be expended for administrative costs or indirect costs in each fiscal year in accordance with Public Law 104-193, the federal law governing the Child Care Development Fund. Note that the term “administrative costs” do not include the costs of providing direct services

The DHS shall select the applicable cost proposals subject to the legal standing of the applicant organization, e.g., non-profit or for-profit, and that are in the best interest of the State.

All budget forms, instructions and samples are located on the SPO website (see Section 1.2, Website Reference in this RFP.) Special Instructions for Forms SPO-H-205A and SPO-H 205B are located in Section 5, Attachments. The following budget forms shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide Budget by Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Budget Justification – Personnel: Salaries & Wages

SPO-H-206B	Budget Justification – Personnel: Payroll Taxes, Assessment & Fringe Benefits
SPO-H-206C	Budget Justification – Travel: Inter-island
SPO-H-206E	Budget Justification – Contractual Services: Administrative
SPO-H-206F	Budget Justification – Contractual Services: Sub-contracts
SPO-H-206G	Budget Justification – Depreciation
SPO-H-206H	Budget Justification – Program Activities
SPO-H-206I	Budget Justification – Equipment Purchases*

\*Expenditures require justification and prior approval from the state.

## **B. Other Financial Related Materials**

### **1. Accounting System**

To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- a. The applicant shall submit the organization's most recent financial audit.
- b. The applicant shall submit a copy of the organization's financial policies that relate to the expenditure of funds for this project.

## **3.6 Other**

### **A. Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

## **Section 4**

# **Proposal Evaluation**

## Section 4

# Proposal Evaluation

### 4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### 4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	<b>100 Points</b>
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

## 4.3 Evaluation Criteria

### A. Phase 1 - Evaluation of Proposal Requirements

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

#### 1. Administrative Requirements

##### Meets

	Yes	No
Application Checklist	<input type="checkbox"/>	<input type="checkbox"/>
Hawaii Compliance Express Certificate of Vendor Compliance	<input type="checkbox"/>	<input type="checkbox"/>

#### 2. Proposal Application Requirements

##### Meets

	Yes	No
• Proposal Application Identification Form (Form SPOH-200)	<input type="checkbox"/>	<input type="checkbox"/>
• Table of Contents	<input type="checkbox"/>	<input type="checkbox"/>
• Program Overview	<input type="checkbox"/>	<input type="checkbox"/>
• Experience and Capability	<input type="checkbox"/>	<input type="checkbox"/>
• Project Organization and Staffing	<input type="checkbox"/>	<input type="checkbox"/>
• Service Delivery	<input type="checkbox"/>	<input type="checkbox"/>
• Financial (All required forms and documents)		
a. SPO-H-205 Budget	<input type="checkbox"/>	<input type="checkbox"/>
b. SPO-H-205A Organization-Wide Budget by Source of Funds	<input type="checkbox"/>	<input type="checkbox"/>
c. SPO-H-205B Organization-Wide Budget by Programs	<input type="checkbox"/>	<input type="checkbox"/>
d. SPO-H-206A Budget Justification - Personnel: Salaries & Wages	<input type="checkbox"/>	<input type="checkbox"/>
e. SPO-H-206B Budget Justification - Personnel: Payroll Taxes, Assessment & Fringe Benefits	<input type="checkbox"/>	<input type="checkbox"/>
f. SPO-H-206C Budget Justification - Travel – Inter-island	<input type="checkbox"/>	<input type="checkbox"/>
g. SPO-H-206E Budget Justification - Contractual – Administrative	<input type="checkbox"/>	<input type="checkbox"/>
h. SPO-H-206F Budget Justification - Contractual – Sub-contract	<input type="checkbox"/>	<input type="checkbox"/>
i. SPO-H-206G Budget Justification – Depreciation	<input type="checkbox"/>	<input type="checkbox"/>
j. SPO-H-206H Budget Justification - Program Activities	<input type="checkbox"/>	<input type="checkbox"/>
k. SPO-H-206I Budget Justification - Equipment Purchases*	<input type="checkbox"/>	<input type="checkbox"/>

Expenditures require justification and prior approval from the state.

“Cost-plus-fixed-fee” not to exceed 10% (may be less) ☐ Yes ☐ No

Administrative costs and indirect costs not to exceed 5% ☐ Yes ☐ No

• Program Specific Requirements	Yes	No
a. Organizational Chart(s)	<input type="checkbox"/>	<input type="checkbox"/>
b. Financial Policies	<input type="checkbox"/>	<input type="checkbox"/>

**B. Phase 2 - Evaluation of Proposal Application  
(100 Points)**

**Scoring for each bulleted item identified below is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:**

**5 = Very Satisfactory.** Fully addresses the criteria succinctly that provides the basis and explanation for the response, and demonstrates benefits to the State.

**4 = More than satisfactory.** Fully addresses the criteria but tends to be lengthy or does not fully provide basis or explanation for the response or benefits to the State.

**3 = Satisfactory.** Minimally addresses the criteria by listing or affirming meeting the criteria through paraphrasing the criteria. May provide some basis and explanation for responses.

**2 = Less than satisfactory.** May address parts of the criteria, but not the criteria as a whole.

**1 = Unsatisfactory.** Provides responses for the criteria but does not address the criteria.

**0 = Not addressed.** Does not provide a response to the criteria.

Each section listed below shall be evaluated using the following criteria:

Weighted points (0-5) for each sub-area will be given. The sum of the weighted points given by the evaluators in all areas of each section will be divided by the maximum weighted points that could be allotted for that area. This question will be multiplied by the points assigned to each area, which is noted in parenthesis. The product will be the score for that area.

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

## 1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

### A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. \_\_\_\_\_
- Demonstrated abilities relating to the delivery of the proposed services. \_\_\_\_\_
- Demonstrated knowledge relating to the delivery of the proposed services. \_\_\_\_\_

### B. Experience

- Demonstrated experience related to the delivery of the service \_\_\_\_\_
- Describe projects/contracts implemented in the past 5 years that are pertinent to the proposed service \_\_\_\_\_
- Demonstrated the experience in gathering and reporting of significant data \_\_\_\_\_
- Demonstrated the ability to provide parents and providers information with the resources available \_\_\_\_\_

### C. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. \_\_\_\_\_
- Describe how policies and procedures are being followed to ensure that service objectives are being met. \_\_\_\_\_

### D. Coordination of Services

- Demonstrated a plan to coordinate and collaborate with DHS licensing staff. \_\_\_\_\_
- Describe how collaboration with the agencies, organizations, or groups identified would result in the delivery of satisfactory services. \_\_\_\_\_
- Demonstrated a plan to coordinate and collaborate with licensed child care providers to keep referral information current \_\_\_\_\_

- Describe plan to develop and maintain a relationship with the Department's child care subsidy contract provider to provide consumer education and R&R services to families receiving subsidies.

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**E. Facilities**

- Describes a plan on how the facilities shall meet ADA requirements, as applicable and special equipment that may be required for the services.
- Demonstrated a plan for the location of the facilities and demonstrate its adequacy in relation to the proposed services.

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**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

**A. Staffing**

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.
- Describes a clear and detailed plan for staff coverage in situations when assigned staff are unavailable
- Describes a clear and detailed plan to ensure the continuity of services during times of emergency/ disasters
- Describes in detail a plan for providing supervision and administrative direction to staff relative to the delivery of the proposed services.

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**B. Project Organization**

- Describes in detail a plan for training of staff relative to the delivery of the proposed services. \_\_\_\_\_
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. \_\_\_\_\_

**3. Service Delivery (55 Points)**

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application. *The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, carrying out the management requirements, and the realism of the timelines and schedules, as applicable. They include the extent to which the proposal:*

- Describes in detail how the database of child care resources and child care providers will be created. \_\_\_\_\_
- Describes in detail how the database of child care resources and child care providers will be maintained. \_\_\_\_\_
- Describes in detail how resource information will be disseminated upon request. \_\_\_\_\_
- Describes in detail how consumer education services will be provided to eligible subsidy families at the time of intake interview. \_\_\_\_\_
- Describes in detail how consumer education and consultation will be provided to parents who seek child care. \_\_\_\_\_
- Describes in detail how to determine parent satisfaction with the referral service. \_\_\_\_\_
- Describes in detail how the services will be offered statewide on a daily basis, including non-traditional hours. \_\_\_\_\_
- Describes in detail what type of outreach efforts will be conducted to inform the public of the kinds of services offered through the R & R, including outreach to organizations that serve homeless families about available child care services. \_\_\_\_\_

- Describes in detail how data regarding child care supply and demand will be captured and reported. \_\_\_\_\_
- Describes in detail how child care market rate surveys will be conducted, data verified, and results will be provided to the Department. \_\_\_\_\_

#### **4. Financial (10 Points)**

- Personnel costs are reasonable and comparable to positions in the community. \_\_\_\_\_
- Non-personnel costs are reasonable and adequately justified. \_\_\_\_\_
- The budget fully supports the scope of service and requirements of the Request for Proposal. \_\_\_\_\_
- Provides the most recent audit report. \_\_\_\_\_
- Financial policies for the use of funds for this service is provided and clearly presented. \_\_\_\_\_
- Adequacy of accounting system. \_\_\_\_\_

#### **B. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Special Conditions
- D. Quarterly Activity Report

# **ATTACHMENT A**

## **Proposal Application Checklist**

## Proposal Application Checklist

Applicant: \_\_\_\_\_ RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
<b>General:</b>				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Provider Compliance	Section 1, RFP	SPO Website*	<b>X</b>	
Cost Proposal (Budget)			<b>X</b>	
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b><i>Federal Certifications</i></b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
Organizational Chart			<b>X</b>	
Financial Policies			<b>X</b>	

\*Refer to Section 1.2, Website Reference for website address.

# **ATTACHMENT B**

## **Sample Proposal Table Of Contents**

## Proposal Application Table of Contents

<b>1.0</b>	<b>Program Overview .....</b>	<b>1</b>
<b>2.0</b>	<b>Experience and Capability .....</b>	<b>1</b>
	A. Necessary Skills .....	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities .....	6
<b>3.0</b>	<b>Project Organization and Staffing .....</b>	<b>7</b>
	A. Staffing.....	7
	1. Proposed Staffing .....	7
	2. Staff Qualifications .....	9
	B. Project Organization .....	10
	1. Supervision and Training .....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts	
<b>4.0</b>	<b>Service Delivery .....</b>	<b>12</b>
<b>5.0</b>	<b>Financial.....</b>	<b>20</b>
	See Attachments for Cost Proposal	
<b>6.0</b>	<b>Litigation.....</b>	<b>20</b>
<b>7.0</b>	<b>Attachments</b>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-205A Organization Wide Budget by Source of Funds	
	SPO-H-205B Organization Wide Budget by Programs	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	SPO-H-206F Budget Justification – Contractual Services – Subcontract	
	SPO-H-206G Budget Justification – Depreciation	
	SPO-H-206H Budget Justification – Program Activities	
	SPO-H-206I Budget Justification – Equipment Purchases	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2015	
	Financial Policies	
	C. Organization Chart	
	Program	
	Organization-wide	

- D. Performance and Output Measurement Tables
  - Table A
  - Table B
  - Table C
- E. Program Specific Requirements



# **ATTACHMENT C**

## **Special Conditions**

## SPECIAL CONDITIONS

1. **Insurance.** In addition to Paragraph 1.4, Insurance Requirements, General Conditions, the PROVIDER further agrees to the following:

The Provider shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Contractor's work has been completed satisfactorily.

The policy or policies of insurance maintained by the Provider shall provide the following limit(s) and coverage:

<b><u>Coverage</u></b>	<b><u>Limits</u></b>
Commercial General Liability (occurrence form)	\$2,000,000 combined single limit per occurrence for bodily injury and property damage
Automobile	Bodily injury - \$1,000,000 per person \$1,000,000 per occurrence Property damage - \$1,000,000 per accident
Professional Liability, if applicable	\$1,000,000 per claim \$2,000,000 annual aggregate

The type of insurance policy shall be on an occurrence basis, rather than claims made.

Each insurance policy required by this contract shall contain the following clauses:

1. *“The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii.”*
2. *“It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute with, insurance provided by this policy.”*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Provider's employees who use their own vehicles in the course of their employment.

The Provider agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the

certificate(s) therefore on deposit with the State during the entire term of this contract. Upon request by the State, Provider shall furnish a copy of the policy or policies.

The Provider shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Provider to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Provider.

The procuring of such required policy or policies of insurance shall not be construed to limit Provider's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Provider shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Provider is authorized by the Benefit, Employment and Support Services Division to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Provider agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

2. **Confidential Information.** In addition to Paragraph 2.1, Confidentiality of Material, General Conditions, the Provider further agrees to the following:

All information and records about or for the clients served, secured from clients, the STATE, or any other individuals or agencies by the Provider, or prepared by the Provider for the STATE, in satisfaction of this Agreement, shall be confidential and shall not be made available to any individual or organization by the Provider without prior written approval of the STATE, subject to provisions of applicable State of Hawaii and Federal statutes, and State of Hawaii Administrative Rules. To ensure the confidentiality of all such information and records, the Provider shall immediately notify the STATE when inquiries for information, including subpoenas are made to the Provider. The Provider shall submit copies of all written requests for information, as well as subpoenas, to the STATE.

3. **Maintain Records.** In addition to Paragraph 2.3, Records Retention, General Conditions, The Provider further agrees as follows:

The Provider shall maintain statistical, clinical, and administrative records pertaining to services of this Agreement. The records shall be subject at all reasonable times to inspection or review by the STATE or Federal representatives directly connected with the program area under this Agreement. All records shall be retained and made accessible for a minimum of six years after the date of submission of the Provider's final report to the STATE; provided that, in the event any litigation, claim, negotiation, investigation, audit, or other action involving the records has been started before the expiration of the 6-year period, the Provider

shall retain the records until completion of the action and resolution of all issues that arise from it or until the end of the regular 6-year retention period, whichever occurs later.

#### **4. Modification and Termination of Agreement**

- a. Paragraph 4.2, Termination in General, General Conditions, is modified to read as follows:

This Agreement may be terminated in whole or in part because of a reduction of funds available to pay the Provider, or when, in its sole discretion, the STATE determines (i) that there has been a change in the conditions upon which the need for the Required Services was based, or (ii) that the Provider has failed to provide the Required Services adequately or satisfactorily, or (iii) that other good cause for the whole or partial termination of this Contract exists. Termination under this section shall be made by a written notice sent to the Provider thirty (30) days prior to the termination date that includes a brief statement of the reason for the termination. If the Agreement is terminated under this paragraph, the Provider shall cooperate with the STATE to effect an orderly transition of services to clients.

- b. Paragraph 4.3, Termination for Necessity or Convenience, General Conditions, is modified to read as follows:

If the STATE determines, in its sole discretion, that it is necessary or convenient, this Agreement may be terminated in whole or in part at the option of the STATE upon thirty (30) days' written notice to the Provider. If the STATE elects to terminate under this paragraph, the Provider shall be entitled to reasonable payment as determined by the STATE for satisfactory services rendered under this Agreement up to the time of termination. If the STATE elects to terminate under this section, the Provider shall cooperate with the STATE to effect an orderly transition of services to clients.

#### **5. Equipment**

All equipment purchased with contract funds under this Agreement including items of personal property, as distinguished from real property, that has an acquisition cost of \$250.00 or more per item and with an expected life of more than one year, shall remain the property of the STATE. All equipment purchased with contract funds must have prior approval from the STATE before purchase to be allowable. Following the Agreement period, all equipment shall be reported in the final fiscal report to the STATE. Disposition of said equipment shall be prescribed by the STATE.

#### **6. Federal Audit Requirement**

The Provider, when required, shall have an independent certified public accountant conduct a financial and compliance audit in accordance with the guidelines of the Office of Management and Budget (OMB) Circular No. A-133, "Revised, Audit Requirements for the State, Local Governments, and Non-Profit Organizations."

**7. Administrative Costs**

Limit the administrative costs or “indirect costs”, which do not include the cost of providing direct services, for this Agreement to not more than 5% of the aggregate amount of funds available for this contract in accordance with Public Law 104-193, the federal law governing the Child Care Development Fund.

**8. Interpreter Services**

The Provider:

Shall provide interpreters for persons with limited English proficiency to ensure equal access to services;

Shall notify applicants, potential applicants, and recipients of services of their right to free interpreter services;

Is prohibited from requiring applicants, potential applicants, or clients to bring their own interpreters with them to interviews or other appointments, even though this is what they might prefer to do;

Shall document the offer of language assistance services and whether the individual accepted or declined the services; and

Shall submit a quarterly Limited English Proficiency (LEP) Report on a form provided by the Department that shall include at a minimum:

- A. Number of LEP individuals who were offered language assistance services, and from that number, how many declined or required language assistance services;
- B. Primary language spoken by each LEP person;
- C. Type of interpreter service provided; and
- D. Name of interpreter (and agency, if applicable).

# **ATTACHMENT D**

## **Quarterly Activity Report**

# **QUARTERLY ACTIVITY REPORT**

Department of Human Services  
Benefit, Employment & Support Services Division  
Child Care Program Office

Reporting Quarter: \_\_\_\_\_ 1<sup>st</sup>; \_\_\_\_\_ 2<sup>nd</sup>; \_\_\_\_\_ 3<sup>rd</sup>; \_\_\_\_\_ 4<sup>th</sup>. Fiscal Year: \_\_\_\_\_ 2017

Provider: \_\_\_\_\_ Contract No: \_\_\_\_\_

Program Name: CHILD CARE RESOURCE AND REFERRAL

Geographic Region (Statewide, Oahu, Kauai, East Hawaii, West Hawaii, Maui County): \_\_\_\_\_

## **I. SERVICES PURCHASED:**

FAMILIES, PROVIDERS AND GENERAL PUBLIC SERVED	Annual Goal	SERVICE UNITS DELIVERED DURING THE QUARTER			
		1st Month	2nd Month	3rd Month	YTD Total
Number of families requesting child care referral services and information					
Number of eligible subsidy families provided consumer education services at time of subsidy intake interview					
Number of new and prospective providers requesting information					
Number of request from the general public for listings of DHS licensed and registered child care providers					
Number of outreach activities conducted by Provider					

## **II. PEOPLE TO BE SERVED**

PEOPLE TO BE SERVED	Annual Goal Proposed to be served for contract year (unduplicated).	Actual # of persons/families (unduplicated)	
		This Quarter	Cumulative YTD
Number of families or individuals requesting child care referral services including special needs			
Number of families or individuals provided information on the availability of child care assistance			
Number of families or individuals provided information on the quality of child care providers			

PEOPLE TO BE SERVED (cont'd)	Annual Goal Proposed to be served for contract year (unduplicated).	Actual # of persons/families (unduplicated)	
Number of families or individuals requesting information on other programs such as TANF, LIHEAP, WIC, SNAP, Medicaid, SCHIP and CACFP			
Number of families or individuals provided information on IDEA programs and services			
Number of employers requesting child care assistance/information for their employees			

### III. **OUTCOMES**

OUTCOMES	ACHIEVEMENT OF PROPOSED OUTCOMES				
	Proposed Annual	This Quarter		Cumulative YTD	
	% Achieved	% Achieved	# of Clients	%	#
Number of families or individuals whose need for child care needs were met through the R/R services	75%				
Number of eligible subsidy families provided consumer education services at time of subsidy intake interview who requested R/R services	100%				
Number of families or individuals whose need for information on various programs were met	100%				
Number of families or individuals whose need for information on IDEA were met	100%				
Number of families or individuals whose need for information on child care assistance were met	100%				
Number of child care providers that attended networking events hosted by the provider	100%				



IV. **SERVICE ACTIVITIES THIS QUARTER:**

- A. Description of activities documenting and tabulating information regarding the supply and demand for child care services in the communities.
- B. Description of activities documenting the promotion of public awareness of the importance of child care issues such as availability, affordability and quality of child care services. Include names of organizations, dates of outreach activities, type of outreach activity, and information provided at outreach activity.
- C. Description of activities documenting the promotion of full diversity in child care services that promote informed choices.
- D. Description of activities documenting the research and promotion of best practice information on child development especially in the areas on healthy eating, physical activity, family engagement.

V. **MAJOR ACCOMPLISHMENTS DURING THIS QUARTER**

(Use additional sheets, if necessary.)

VI. **PROBLEMS ENCOUNTERED DURING QUARTER AND CORRECTIVE ACTION TAKEN**

(Use additional sheets, if necessary.)

VII. **STAFF CHANGES DURING QUARTER**

Attach Quarterly Staffing Changes (Form OSC 1)

VIII. **PLANS FOR NEXT QUARTER**

Plans include anything new that provider will incorporate into the program.

(Use additional sheets, if necessary.)

Report prepared/submitted by:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **QUARTERLY STAFFING CHANGES**

Attach a copy to the Quarterly Activity Report (DHS Form QAR 1)

1) Fiscal Year: 20__-20__	2) Quarter: ____ 1 <sup>st</sup> ____ 2 <sup>nd</sup> ____ 3 <sup>rd</sup> ____ 4 <sup>th</sup>
3) Provider Name:	
4) Program Name:	
5) Funding Dept:	6) Contract #:

STAFFING CHANGES FROM CONTRACT (new hires, terminations, changes in salary)					
A. Employee Name	B. Title or Position	C. Previous Salary	D. New Salary	E. Effective Date	F. Reason for Change